



Notice and Frequently Asked Questions (FAQ) about Reasonable Accommodations for Individuals with Disabilities

NOTICE

The City of Ottawa is committed to providing individuals with disabilities an *equal opportunity* to participate in and benefit from the City of Ottawa's programs, activities, and services.

Individuals may request *reasonable accommodations* from the City of Ottawa that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact Michelle Stegman, Human Resources Director, 785-229-3635 or mstegman@ottawaks.gov.

FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in City of Ottawa's programs and activities.

1. What is a reasonable accommodation in City of Ottawa's program?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of City of Ottawa's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to City of Ottawa,

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact Michelle Stegman, Human Resources Director, 785-229-3635 or mstegman@ottawaks.gov.

3. Does my request for a reasonable accommodation need to be in writing?

No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that City of Ottawa provides

the desired accommodation. In addition, you do not need to use the specific words “reasonable accommodations” when making your request.

4. When should I request a reasonable accommodation?

You may request a reasonable accommodation from City of Ottawa at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the City of Ottawa is able to fulfill the request for an accommodation.

For certain requests, such as requests for sign language interpretation, the City of Ottawa requests at least two weeks’ advance notice.

5. May someone request a reasonable accommodation on my behalf?

Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with City of Ottawa staff or participate in its programs or activities.

6. What will the City of Ottawa do upon receiving my request for a reasonable accommodation?

The City of Ottawa may contact you to obtain more information about your request and to better understand your needs. In addition, City of Ottawa may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of City of Ottawa’s program or impose undue financial or administrative burdens on City of Ottawa.

In addition, in some cases, the City of Ottawa may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If the City of Ottawa determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, the City of Ottawa may deny your request. However, in the unlikely event that this occurs, the City of Ottawa will work with you to identify an alternative accommodation that allows you to effectively participate in City of Ottawa’s program, activity, or service.

7. May the City of Ottawa request medical documentation from you after receiving your request for a reasonable accommodation?

No, the City of Ottawa may not request medical documentation after receiving your request for a reasonable accommodation. City of Ottawa questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.

8. May the City of Ottawa charge you the cost of providing the reasonable accommodation?

No, you are not responsible for the cost of an auxiliary aid or service the City of Ottawa provides to you.

9. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how City of Ottawa provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.